AMENDMENTS TO THE SPECIFICATION:

Please amend the specification as follows:

Please replace the paragraph starting on page 2, line 22 with the following paragraph.

--In one embodiment, an interface between the wrapper program and the web application uses an abstraction of the resources of a telephony device, or of a class of several different telephony devices having similar characteristics. Using the abstract resources, web application data can be mapped to actual resources. The interface also arbitrates access to a telephony device and routes data from a telephony device to a specific web application. Service plugins can also be used to provide an interface with web applications, and can run in a local execution environment. A web application may be standalone or the interface to another telephony device.--

Please replace the paragraph starting on page 4, line 22 with the following paragraph.

--The present application incorporates by reference U.S. Patent Application No. 09/414,590 of K. Scott Ramey, Michel Burger, and Larry David entitled METHOD, APPARATUS, AND ARTICLE OF MANUFACTURE FOR WEB-BASED CONTROL OF A UNIFIED MULTI-SERVICE COMMUNICATION SYSTEM filed on October 8, 1999 and U.S. Patent Application No. 09/414,589 of K. Scott Ramey and Michel Burger entitled METHOD, APPARATUS, AND ARTICLE OF MANUFACTURE FOR WEB-BASED CONTROL OF A CALL SERVER filed on October 8, 1999.--